



Province of Alberta

GAS UTILITIES ACT

ROLES, RELATIONSHIPS AND RESPONSIBILITIES REGULATION

Alberta Regulation 186/2003

With amendments up to and including Alberta Regulation 81/2021

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Office Consolidation

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(Consolidated up to 81/2021)

ALBERTA REGULATION 186/2003

Gas Utilities Act

**ROLES, RELATIONSHIPS AND
RESPONSIBILITIES REGULATION**

Table of Contents

1 Definitions

Functions of Gas Distributors

2 Delegation of distributor's functions

3 Limitations

4 Functions of gas distributor

Functions of Retailers and Default Supply Providers

5 Functions of retailers and default supply providers

6 Ability of customer to carry out functions of retailer

General Matters

7 Duty to act promptly and efficiently

8 Settlement system code

9 Repeal

10 Expiry

11 Coming into force

Definitions

1(1) In this Regulation,

- (a) "Act" means the *Gas Utilities Act*;
- (b) "gas distribution losses" means unaccounted for gas on the gas distribution system;
- (c) "metering" means the purchase, installation, operation and reading of a meter that measures and records the amount of gas consumed by a customer;
- (d) "settlement system code" means a settlement system code established or approved under section 8.

(2) Terms used in this Regulation that are defined in the Act have the same meaning as they have in the Act.

Functions of Gas Distributors

Delegation of distributor's functions

2(1) Subject to section 28.1(2) of the Act, a gas distributor may authorize other persons to perform any or all of the functions of the gas distributor under this Regulation.

(2) A reference in this Regulation to a gas distributor is to also be read as a reference to the person acting on the gas distributor's behalf pursuant to subsection (1).

Limitations

3 A gas distributor shall not carry out any function required or permitted by the Act or this Regulation to be carried out by a retailer except

- (a) when a gas distributor is authorized to bill customers pursuant to section 2 of the *Natural Gas Billing Regulation*, or
- (b) in respect of gas services provided under a default rate tariff when the gas distributor acts as a default supply provider to customers pursuant to the *Default Gas Supply Regulation*.

Functions of gas distributor

4(1) A gas distributor must do the following:

- (a) provide gas distribution service that is not unduly discriminatory;
- (b) make decisions about building, upgrading and improving the gas distribution system for the purpose of providing safe, reliable and economic delivery of gas to customers in the service area served by the gas distribution system;
- (c) arrange for adequate upstream transmission capacity for the purposes of clause (b);
- (d) operate and maintain the gas distribution system in a safe and reliable manner;
- (e) carry out gas distribution tariff billing for gas distribution service under the gas distributor's approved gas distribution tariff;

- (f) connect and disconnect customers in accordance with the gas distributor's approved gas distribution tariff;
 - (g) perform metering, including verifying meter readings and verifying accuracy of meters;
 - (h) maintain information systems relating to the consumption of gas by customers;
 - (i) perform load balancing for the gas distribution system;
 - (j) perform functions that a settlement system code requires a gas distributor to perform;
 - (k) distribute public safety information;
 - (l) provide to a retailer or the gas distributor's default supply provider sufficient, accurate and timely information about the retailer's or default supply provider's customers, including metering information about the gas consumed by those customers, in order to enable the retailer or default supply provider to bill and to respond to inquiries and complaints from customers concerning billing for gas services;
 - (m) act as a default supply provider to customers who pay a default rate for gas;
 - (n) respond to inquiries and complaints from customers respecting gas distribution service;
 - (o) if a customer makes an inquiry related to the functions of retailers or default supply providers, direct the customer to the customer's retailer or default supply provider;
 - (p) on the request of a customer, direct the customer to a source where the customer may obtain the current list of licensed retailers maintained in accordance with the *Consumer Protection Act* and the regulations made under that Act.
- (2)** Each gas distributor must maintain records relating to the functions set out in subsection (1) and make the records or the information in them available, or otherwise provide the records or information, as required by the Act and the regulations.
- (3)** A gas distributor is entitled to recover in its tariffs the prudent costs as determined by the Commission that are incurred by the gas distributor to meet the requirements of subsection (1).

Functions of Retailers and Default Supply Providers

Functions of retailers and default supply providers

5(1) Retailers and default supply providers must do the following:

- (a) provide gas services to their customers;
- (b) respond to inquiries and complaints from their customers about gas services;
- (c) if a customer makes an inquiry related to the functions of gas distributors, direct the customer to the gas distributor in whose service area the customer resides;
- (d) acquire gas associated with gas distribution system losses;
- (e) perform functions that a settlement system code requires retailers and default supply providers to perform;
- (f) maintain records and accounts of their customers respecting the provision of gas services;
- (g) in the case of a default supply provider, carry out billing pursuant to a default rate tariff approved by the Commission;
- (h) make a reasonable effort to collect amounts owing for gas services before discontinuing gas services to a customer.

(2) Subject to section 28.1(2) of the Act, a retailer may authorize other persons to perform any or all of the functions of the retailer under this Regulation.

(3) A reference in this Regulation to a retailer is to also be read as a reference to the person acting on the retailer's behalf pursuant to subsection (2).

AR 186/2003 s5;254/2007

Ability of customer to carry out functions of retailer

6 A customer may carry out the functions of a retailer to obtain gas for the customer's own use.

General Matters

Duty to act promptly and efficiently

7(1) A duty referred to in section 4(1)(e), (f), (n), (o) or (p) or section 5(1)(b) or (c) must be carried out in a prompt and efficient manner.

(2) If the circumstances may present a danger to public safety, the duty referred to in section 5(1)(c) must be carried out immediately.

Settlement system code

8(1) The Commission may establish or approve a settlement system code regarding the provision of gas services and gas distribution service in Alberta.

(2) The Commission may review and change the settlement system code if the Commission considers it appropriate.

(3) If the Commission establishes or approves a settlement system code, gas distributors, default supply providers and retailers involved in the delivery and exchange of gas in Alberta must comply with the settlement system code on and from the date prescribed by the Commission.

(4) A gas distributor may recover its prudent costs related to complying with the settlement system code

(a) under its gas distribution tariff, or

(b) directly from users of load settlement information.

AR 186/2003 s8;254/2007

Repeal

9(1) The *Gas Utilities Core Market Regulation* (AR 44/95) is repealed.

(2) The repeal of the *Gas Utilities Core Market Regulation* (AR 44/95) does not affect the operation of agreements entered into under that regulation respecting the supply of gas from a direct seller to a consumer that are in effect when the repeal takes effect, and that regulation continues to apply in respect of those agreements and the persons to whom those agreements apply until the agreements expire or are otherwise terminated.

Expiry

10 For the purpose of ensuring that this Regulation is reviewed for ongoing relevancy and necessity, with the option that it may be repassed in its present or an amended form following a review, this Regulation expires on April 30, 2031.

AR 186/2003 s10;224/2012;11/2018;81/2021

Coming into force

11 This Regulation comes into force on the coming into force of Part 2.1 of the *Gas Utilities Act*.



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